

FIG. 1

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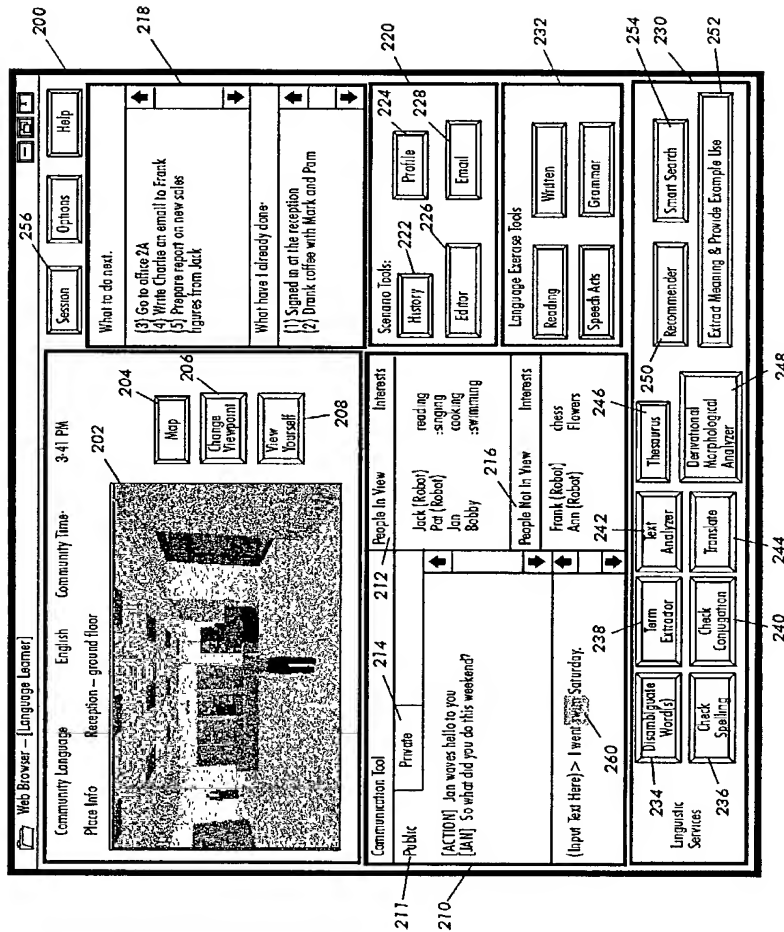


FIG. 2

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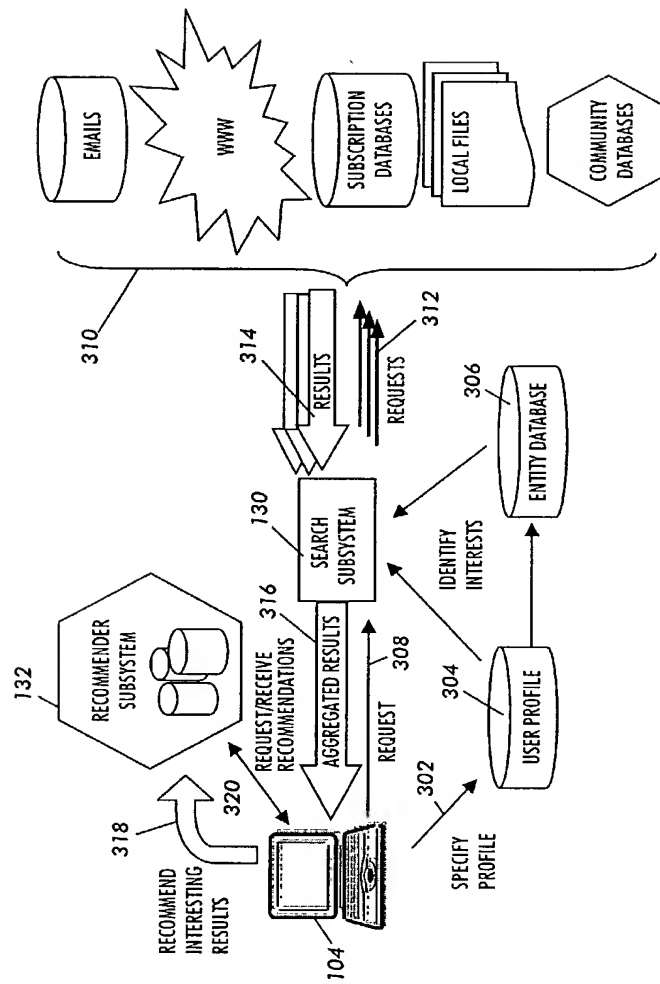


FIG. 3



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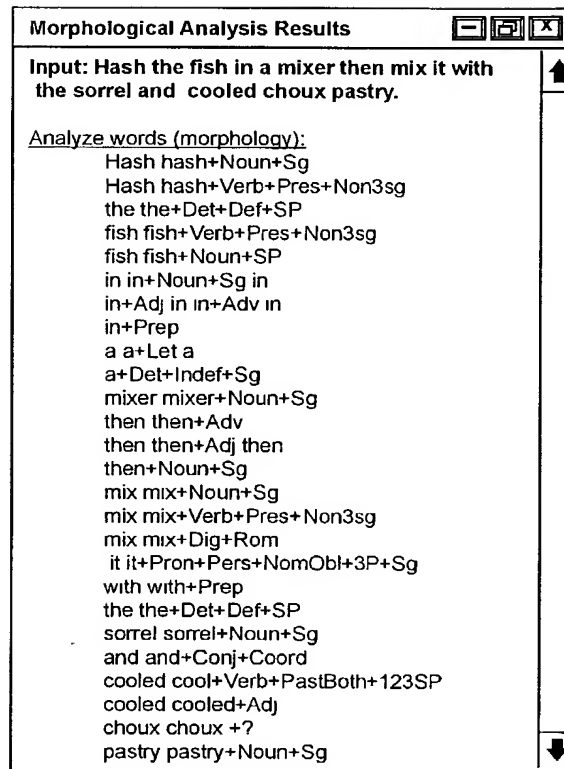


FIG. 5

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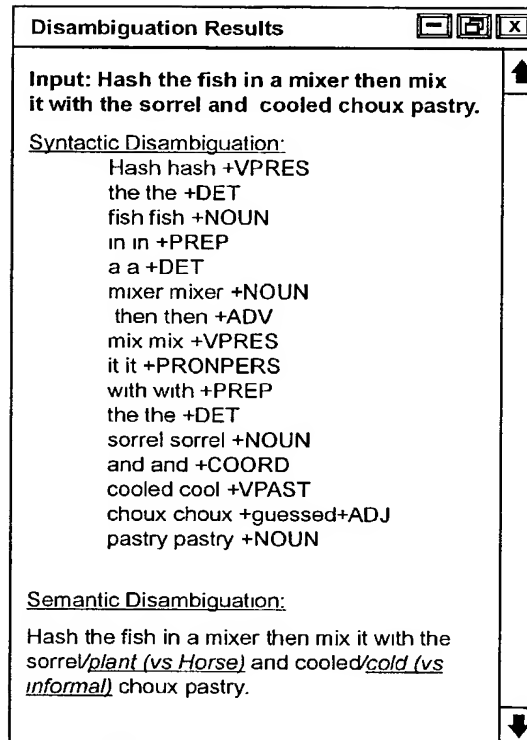


FIG. 6

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Term Extraction

Term Extraction:

Former U.S. (location) President Jimmy Carter (title) won the 2002 Nobel Peace Prize (event) today for what presenters cited as decades of work seeking peaceful solutions and promoting social and economic justice.

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FIG. 7







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| Competencies Required  |
|--|
| Introduce oneself and welcome the customer   |
| Understand, write and send letters, fax and email  |
| Write, speak, and read fluently and precisely  |
| Use hotel related software   |
| Find information in general (in Spanish) and to present it in English : tourist activities (find the shortest way to go to a place, price lists, find and explain available entertainment), schedules, flowers services, weather reports, esthetic services (hairstylist, beauty center, massage etc.) |
| Be creative and proactive in proposing activities  |
| Explain and apply hotels rules and hotel services (cleaning, wake up, laundry, shoes cleaning, safety box, swimming pool, gym, etc.)   |
| Use numbers comfortably (spelling, understanding, make calculation)  |
| Extract information from different documents (e.g., emails, business cards, credit cards): locate appropriate documents, fax reservations  |
| Listen and understand and answer customers complains and requests  |
| Linguistic skills in language level  |
| Understand and deliver messages (oral or written)  |
| Understand a request (oral or written)   |
| Work in team with courtesy and efficiency  |

FIG. 10